

## MAINTENANCE & REPAIR

<b>Report/Measurement:</b>	
Customer Trouble Report Rate	
<b>Definition:</b>	
Initial and repeated customer direct or referred troubles reported within a calendar month per 100 lines/ circuits in service.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Trouble tickets canceled at the CLEC request.</li> <li>• BST trouble reports associated with administrative service.</li> <li>• Customer provided Equipment (CPE) troubles or CLEC equipment troubles.</li> </ul>	
<b>Business Rules:</b>	
Customer Trouble Report Rate is computed by accumulating the number of maintenance initial and repeated trouble reports during the reporting period. The resulting number of trouble reports are divided by the total "number of service" lines, ports or combination of existing for the CLEC's and BST respectively at the end of the report month.	
<b>Calculation:</b>	
Customer Trouble Report Rate = (Count of Initial and Repeated Trouble Reports in the Current Period) / (Number of Service Access Lines in service at End of the Report Period) X 100	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<p><b>ISDN Troubles included in Non Design – GA Only</b></p> <ul style="list-style-type: none"> <li>• Product Reporting Levels <ul style="list-style-type: none"> <li>➢ POTS Residence and Business</li> <li>➢ Design</li> <li>➢ PBX, CENTREX, and ISDN</li> <li>➢ UNE 2 Wire Loop (Design and Non – Design)</li> <li>➢ UNE Loop Other (Design and Non – Design)</li> <li>➢ UNE Other (Design and Non – Design)</li> <li>➢ Switching , Local Transport, and Combos (under development)</li> <li>➢ Local Interconnection Trunks</li> </ul> </li> <li>• Dispatch/No Dispatch categories applicable to all product levels</li> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• CLEC Company Name</li> <li>• Ticket Submission Date &amp; Time (TICKET_ID)</li> <li>• Ticket Completion Date (CMPLTN_DT)</li> <li>• Service Type (CLASS_SVC_DESC)</li> <li>• Disposition and Cause (CAUSE_CD &amp; CAUSE_DESC)</li> <li>• # Service Access Lines in Service at the end of period</li> <li>• Geographic Scope</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• BST Company Code</li> <li>• Ticket Submission Date &amp; Time</li> <li>• Ticket Completion Date</li> <li>• Service Type</li> <li>• Disposition and Cause (Non-Design / Non-Special Only)</li> <li>• Trouble Code (Design and Trunking Services)</li> <li>• # Service Access Lines in Service at the end of period</li> <li>• Geographic Scope</li> </ul>
<p><b>NOTE:</b> Code in parentheses is the corresponding header found in the raw data file.</p>	

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**MAINTENANCE & REPAIR – (Customer Trouble Report Rate – Continued)**

**Retail Analog/Benchmark:**

CLEC Residence-Resale / BST Residence -Retail  
CLEC Business-Resale / BST Business-Retail  
CLEC Design-Resale / BST Design-Retail  
CLEC PBX, Centrex and ISDN Resale/ BST PBX, Centrex, and ISDN Retail  
CLEC Trunking-Resale / BST Trunking-Retail  
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

**MAINTENANCE & REPAIR**

<b>Report/Measurement:</b>
Maintenance Average Duration
<b>Definition:</b>
The Average duration of Customer Trouble Reports from the receipt of the Customer Trouble Report to the time the trouble report is cleared.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Trouble reports canceled at the CLEC request</li> <li>• BST trouble reports associated with administrative service</li> <li>• Customer Provided Equipment (CPE) troubles or CLEC Equipment Troubles.</li> <li>• Trouble reports greater than 10 days</li> </ul>
<b>Business Rules:</b>
For Average Duration the clock starts on the date and time of the receipt of a correct repair request. The clock stops on the date and time the service is restored (when the technician completes the trouble ticket on his/her CAT or work system).
<b>Calculation:</b>
Maintenance Average Duration = $\Sigma(\text{Date and Time of Service Restoration}) - (\text{Date and Time Trouble Ticket was Opened}) / \Sigma(\text{Total Closed Troubles in the reporting period})$
<b>Report Structure:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• BST Aggregate</li> <li>• CLEC Aggregate</li> </ul>
<b>Level of Disaggregation:</b>
<p><b>ISDN Troubles included in Non Design – GA Only</b></p> <ul style="list-style-type: none"> <li>• Product Reporting Levels <ul style="list-style-type: none"> <li>➢ POTS– Residence and Business</li> <li>➢ Design</li> <li>➢ PBX, CENTREX, and ISDN</li> <li>➢ UNE 2 Wire Loop (Design Non – Design)</li> <li>➢ UNE Loop Other (Design Non – Design)</li> <li>➢ UNE Other (Design Non – Design)</li> <li>➢ Switching, Local Transport and Combos (under development)</li> <li>➢ Local Interconnection Trunks</li> </ul> </li> <li>• Dispatch/No Dispatch categories applicable to all product levels</li> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area – MSA)</li> </ul> </li> </ul>

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**MAINTENANCE & REPAIR – (Maintenance Average Duration – Continued)**

Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets (LINE_NBR)</li> <li>• CLEC Company Name</li> <li>• Ticket Submission Date &amp; Time (TIME_ID)</li> <li>• Ticket Completion Date (CMPLTN_DT)</li> <li>• Service Type (CLASS_SVC_DESC)</li> <li>• Disposition and Cause (CAUSE_CD &amp; CAUSE_DESC)</li> <li>• Geographic Scope</li> </ul> <p><b>NOTE:</b> Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets</li> <li>• BST Company Code</li> <li>• Ticket Submission Date</li> <li>• Ticket submission Time</li> <li>• Ticket completion Date</li> <li>• Ticket Completion Time</li> <li>• Total Duration Time</li> <li>• Service Type</li> <li>• Disposition and Cause (Non – Design / Non-Special Only)</li> <li>• Trouble Code (Design and Trunking Services)</li> <li>• Geographic Scope</li> </ul>
<b>Retail Analog/Benchmark:</b>	
CLEC Residence-Resale / BST Residence-Resale CLEC Business-Resale / BST Business-Retail CLEC Design-Resale / BST Design-Retail CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail CLEC Trunking-Resale /BST Trunking-Retail UNEs - Retail Analog (under development at this time)	

Revision date: 06/09/99 (see)

## **MAINTENANCE & REPAIR**

<b>Report/Measurement:</b>
Percent Repeat Troubles within 30 Days
<b>Definition:</b>
Trouble reports on the same line/circuit as a previous trouble report received within 30 calendar days as a percent of total troubles reported.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Trouble Reports canceled at the CLEC request</li> <li>• BST Trouble Reports associated with administrative service</li> <li>• Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.</li> </ul>
<b>Business Rules:</b>
Includes Customer trouble reports received within 30 days of an original Customer trouble report.
<b>Calculation:</b>
Percentage of Missed Repair Appointments = (Count of Customer Troubles where more than one trouble report was logged for the same service line within a continuous 30 days) / ( Total Trouble Reports Closed in Reporting Period) X 100
<b>Report Structure:</b>
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> </ul>
<b>Level of Disaggregation:</b>
<p><b>ISDN Troubles included in Non Design – GA Only</b></p> <ul style="list-style-type: none"> <li>• Product Reporting Levels <ul style="list-style-type: none"> <li>➢ POTS Residence and Business</li> <li>➢ Design</li> <li>➢ PBX, CENTREX and ISDN</li> <li>➢ UNE 2 Wire Loop (Design and Non – Design)</li> <li>➢ UNE Loop Other (Design and Non – Design)</li> <li>➢ UNE Other (Design Non – Design)</li> <li>➢ Switching, Local Transport and Combos (under development)</li> <li>➢ Local Interconnection Trunks</li> </ul> </li> <li>• Dispatch/No Dispatch categories applicable to all product levels</li> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)</li> </ul> </li> </ul>

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Data Retained Relating to CLEC Experience	Data Retained Relating to BST Experience
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets (LINE_NBR)</li> <li>• CLEC Company Name</li> <li>• Ticket Submission Date &amp; Time (TICKET_ID)</li> <li>• Ticket Completion Date (CMPLTN_DT)</li> <li>• Total and Percent Repeat Trouble Reports within 30 Days (TOT_REPEAT)</li> <li>• Service Type</li> <li>• Disposition and Cause (CAUSE_CD &amp; CAUSE_DESC)</li> <li>• Geographic Scope</li> </ul> <p><b>NOTE:</b> Code parentheses is the corresponding header format found in the raw data file.</p>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets</li> <li>• BST Company Code</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission Time</li> <li>• Ticket Completion Date</li> <li>• Ticket Completion Time</li> <li>• Total and Percent Repeat Trouble Reports within 30 Days</li> <li>• Service Type</li> <li>• Disposition and Cause (Non – Design/ Non-Special only)</li> <li>• Trouble Code (Design and Trunking Services)</li> <li>• Geographic Scope</li> </ul>

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**MAINTENANCE & REPAIR – (Percent Repeat Troubles within 30 Days - Continued)**

**Retail Analog/Benchmark:**

CLEC Residence-Resale / BST Residence-Retail  
CLEC Business- Resale / BST Business-Retail  
CLEC Design-Resale / BST Design-Retail  
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail  
CLEC Trunking-Resale / BST Trunking-Retail  
UNEs - Retail Analog (under development at this time)

Revision date: 06/09/99 (see)

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**MANTENANCE & REPAIR**

<b>Report/Measurement:</b>	
Out of Service (OOS) > 24 Hours	
<b>Definition:</b>	
For Out of Service Troubles (no dial tone, cannot be called or cannot call out) the percentage of troubles cleared in excess of 24 hours. (All design services are considered to be out of service).	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Trouble Reports canceled at the CLEC request</li> <li>• BST Trouble Reports associated with administrative service</li> <li>• Customer Provided Equipment (CPE) Troubles or CLEC Equipment Troubles.</li> </ul>	
<b>Business Rules:</b>	
Customer Trouble reports that are out of service and cleared in excess of 24 hours. The clock begins when the trouble report is created in LMOS and the trouble is counted if the time exceeds 24 hours.	
<b>Calculation:</b>	
Out of Service (OOS) > 24 hours = ( Total Troubles OOS > 24 Hours) / Total OOS Troubles in Reporting Period) X 100	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• BST Aggregate</li> <li>• CLEC Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<p><b>ISDN Troubles included in Non Design – GA Only</b></p> <ul style="list-style-type: none"> <li>• Product Reporting Levels <ul style="list-style-type: none"> <li>➢ POTS Residence and Business</li> <li>➢ Design</li> <li>➢ PBX and CENTREX and ISDN</li> <li>➢ UNE 2 Wire Loop (Design and Non – Design)</li> <li>➢ UNE Loop Other (Design and Non – Design)</li> <li>➢ UNE Other (Design and Non – Design)</li> <li>➢ Switching, Local Transport and Combos (under development)</li> <li>➢ Local Interconnection Trunks</li> </ul> </li> <li>• Dispatch/No Dispatch categories applicable to all product levels</li> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ State, Region and further geographic disaggregation as required by State Commission Order (e.g. Metropolitan Service Area - MSA)</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets</li> <li>• CLEC Company Name</li> <li>• Ticket Submission Date &amp; Time (TICKET_ID)</li> <li>• Ticket Completion Date (CMPLTN_DT)</li> <li>• Percentage of Customer Troubles out of Service &gt; 24 Hours (OOS&gt;24_FLAG)</li> <li>• Service type (CLASS_SVC_DESC)</li> <li>• Disposition and Cause (CAUSE_CD &amp; CAUSE-DESC)</li> <li>• Geographic Scope</li> </ul> <p><b>NOTE:</b> Code in parentheses is the corresponding header found in the raw data file.</p>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Total Tickets</li> <li>• BST Company Code</li> <li>• Ticket Submission Date</li> <li>• Ticket Submission time</li> <li>• Ticket Completion Date</li> <li>• Ticket Completion Time</li> <li>• Percent of Customer Troubles out of Service &gt; 24 Hours</li> <li>• Service type</li> <li>• Disposition and Cause (Non – Design/ Non-Special only)</li> <li>• Trouble Code (Design and Trunking Services)</li> <li>• Geographic Scope</li> </ul>

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**MANTENANCE & REPAIR – (Out of Service (OOS) > 24 Hours – Continued)**

**Retail Analog/Benchmark:**

CLEC Residence-Resale / BST Residence- Retail  
CLEC Business- Resale / BST Business-Retail  
CLEC Design-Resale / BST Design-Retail  
CLEC PBX, Centrex and ISDN Resale / BST PBX, Centrex and ISDN Retail  
CLEC Trunking-Resale /BST Trunking- Retail  
UNEs Retail Analog (under development at this time.)

Revision date: 06/09/99 (see)

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**MAINTENANCE & REPAIR**

<b>Report/Measurement:</b>	
OSS Interface Availability	
<b>Definition:</b>	
The percentage of time the OSS Interface is functionally available compared to scheduled availability. Availability percentage for the CLEC and BST interface systems and for the legacy systems accessed by them are captured.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
This measure is designed to compare the OSS availability versus scheduled availability of BST's legacy systems.	
<b>Calculation:</b>	
OSS Interface Availability = (Actual System Functional Availability) / (Actual planned System Availability) X 100	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> <li>• BST/CLEC</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Region</li> </ul>	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>• Availability of CLEC TAFI</li> <li>• Availability of LMOS HOST, MARCH and SOCS</li> <li>• CRIS, PREDICTOR, LNP, and OSPCCM (under development at this time)</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of BST TAFI</li> <li>• Availability of LMOS HOST, MARCH and SOCS</li> </ul>
<b>Retail Analog/Benchmark:</b>	
Parity by design; Retail Analog	

Revision date: 06/09/99 (see)

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**MAINTENANCE & REPAIR**

<b>Report/Measurement:</b>	
OSS Response Interval and Percentages	
<b>Definition:</b>	
The response intervals are determined by subtracting the time a request is received on the BST side of the interface until the response is received from the legacy system. Percentages of requests falling into each interval category are reported, along with the actual number of requests falling into those categories.	
<b>Exclusions:</b>	
Queries received during scheduled system maintenance time.	
<b>Business Rules:</b>	
This measure is designed to monitor the time required for the CLEC and BST interface system to obtain from BST's legacy systems the information required to handle maintenance and repair functions. The clock starts on the date and time when the request is received and the clock stops when the response has been transmitted through that same point to the requester.	
<b>Calculation:</b>	
OSS Response Interval = (Query Response Date and Time for Category "X") - (Query Request Date and Time for Category "X") / (Number of Queries Submitted in the Reporting Period) where, "X" is 0-4, $\geq 4$ to 10, $\geq 10$ , $\geq 30$ seconds.	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC</li> <li>• BST Residence</li> <li>• BST Business (BST Total is under development at this time) by interface for each legacy</li> <li>• system and function as appropriate.</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Region</li> </ul>	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>• CLEC Transaction Intervals</li> </ul>	<ul style="list-style-type: none"> <li>• BST Business and Residence transaction Intervals</li> </ul>
<b>Retail Analog/Benchmark:</b>	
Retail Analog	
Audit Verification	

Revision date: 06/09/99 (see)

## MAINTENANCE & REPAIR

<b>Report/Measurement:</b>	
Average Answer Time – Repair Centers	
<b>Definition:</b>	
This measures the average time a customer is in queue.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
This measure is designed to measure the time required for CLEC & BST from the time of the ACD choice to the time of being answered. The clock starts when the CLEC Rep makes a choice to be put in queue for the next repair attendant and the clock stops when the repair attendant answers the call.	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>Region. CLEC/BST Service Centers and BST Repair Centers are regional.</li> </ul>	
<b>Calculation:</b>	
Average Answer Time for BST's Repair Centers = (Time BST Repair Attendant Answers Call) – (Time of entry into queue until ACD Selection) / (Total number of calls by reporting period)	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>CLEC Aggregate</li> <li>BST Aggregate</li> <li>CLEC Aggregate</li> </ul>	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>CLEC Average Answer Time</li> </ul>	<ul style="list-style-type: none"> <li>BST Average Answer Time</li> </ul>
<b>Retail Analog/Benchmark:</b>	
Retail Analog	
Audit Verification	

Revision date: 06/09/99 (see)

BellSouth  
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**BILLING**

<b>Report/Measurement:</b>	
Invoice Accuracy	
<b>Definition:</b>	
This measure provides the percentage of accuracy of the billing invoices rendered to CLECs during the current month.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Adjustments not related to billing errors (e.g., credits for service outage, special promotion credits, adjustments to satisfy the customer)</li> </ul>	
<b>Business Rules:</b>	
The accuracy of billing invoices delivered by BST to the CLEC must enable them to provide a degree of billing accuracy comparative to BST bills rendered to retail customers BST. CLECs request adjustments on bills determined to be incorrect. The BellSouth Billing verification process includes manually analyzing a sample of local bills from each bill period. The bill verification process draws from a mix of different customer billing options and types of service. An end-to-end auditing process is performed for new products and services. Internal measurements and controls are maintained on all billing processes.	
<b>Calculation:</b>	
$\text{Invoice Accuracy} = (\text{Total Billed Revenues during current month}) - (\text{Billing Related Adjustments during current month}) / \text{Total Billed Revenues during current month} \times 100$	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>CLEC Specific</li> <li>CLEC Aggregate</li> <li>BST Aggregate</li> </ul>	
<b>Level of Disaggregation :</b>	
<ul style="list-style-type: none"> <li>Product / Invoice Type <ul style="list-style-type: none"> <li>➢ Resale</li> <li>➢ UNE</li> <li>➢ Interconnection</li> </ul> </li> <li>Geographic Scope <ul style="list-style-type: none"> <li>➢ Region</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>Report Month</li> <li>Invoice Type</li> <li>Total Billed Revenue</li> <li>Billing Related Adjustments</li> </ul>	<ul style="list-style-type: none"> <li>Report Month</li> <li>Retail Type <ul style="list-style-type: none"> <li>➢ CRIS</li> <li>➢ CABS</li> </ul> </li> <li>Total Billed Revenue</li> <li>Billing Related Adjustments</li> </ul>
<b>Retail Analog/Benchmark</b>	
CLEC Invoice Accuracy is comparable to BST Invoice Accuracy	

Revision date: 09/15/99 (lg)

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**BILLING**

<b>Report/Measurement:</b>	
Mean Time to Deliver Invoices	
<b>Definition:</b>	
This measure provides the mean interval for billing invoices	
<b>Exclusions:</b>	
Any invoices rejected due to formatting or content errors.	
<b>Business Rules:</b>	
Measures the mean interval for timeliness of billing records delivered to CLECs in an agreed upon format. CRIS-based invoices are measured in business days, and CABS-based invoices in calendar days.	
<b>Calculation:</b>	
$\text{Mean Time To Deliver Invoices} = \Sigma [(\text{Invoice Transmission Date}) - (\text{Close Date of Scheduled Bill Cycle})] / (\text{Count of Invoices Transmitted in Reporting Period})$	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Product / Invoice Type <ul style="list-style-type: none"> <li>➢ Resale</li> <li>➢ UNE</li> <li>➢ Interconnection</li> </ul> </li> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ Region</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Invoice Type</li> <li>• Invoice Transmission Count</li> <li>• Date of Scheduled Bill Close</li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Retail Type <ul style="list-style-type: none"> <li>➢ CRIS</li> <li>➢ CABS</li> </ul> </li> <li>• Invoice Transmission Count</li> <li>• Date of Scheduled Bill Close</li> </ul>
<b>Retail Analog/Benchmark:</b>	
<ul style="list-style-type: none"> <li>• CRIS-based invoices will be released for delivery within six (6) business days</li> <li>• CABS-based invoices will be released for delivery within eight (8) calendar days.</li> <li>• CLEC Average Delivery Intervals for both CRIS and CABS Invoices are comparable to BST Average delivery time for both systems.</li> </ul>	

Revision date: 09/15/99 (lg)

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**BILLING**

<b>Report/Measurement:</b>	
Usage Data Delivery Accuracy	
<b>Definition:</b>	
This measurement captures the percentage of recorded usage that is delivered error free and in an acceptable format to the appropriate Competitive Local Exchange Carrier (CLEC). These percentages will provide the necessary data for use as a comparative measurement for BellSouth performance. This measurement captures Data Delivery Accuracy rather than the accuracy of the individual usage recording.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The accuracy of the data delivery of usage records delivered by BST to the CLEC must enable them to provide a degree of accuracy comparative to BST bills rendered to their retail customers. If errors are detected in the delivery process, they are investigated, evaluated and documented. Errors are corrected and the data retransmitted to the CLEC.	
<b>Calculations:</b>	
Usage Data Delivery Accuracy = $\Sigma [(Total \text{ number of usage data packs sent during current month}) - (Total \text{ number of usage data packs requiring retransmission during current month})] / (Total \text{ number of usage data packs sent during current month}) \times 100$	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ Region</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record Type <ul style="list-style-type: none"> <li>➢ BellSouth Recorded</li> <li>➢ Non BellSouth Recorded</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record Type</li> </ul>
<b>Retail Analog/Benchmark:</b>	
CLEC Usage Data Delivery Accuracy is comparable to BST Usage Data Delivery Accuracy	

Revision date: 09/15/99 (lg)

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Service Quality Measurements  
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**BILLING**

<b>Report/Measurement:</b>	
Usage Data Delivery Completeness	
<b>Definition:</b>	
This measurement provides percentage of complete and accurately recorded usage data (usage recorded by BellSouth and usage recorded by other companies and sent to BST for billing) that is processed and transmitted to the CLEC within thirty (30) days of the message recording date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. BellSouth delivers its own retail usage from recording location to billing location via CMDS as well as delivering billing data to other companies. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The purpose of these measurements is to demonstrate the level of quality of usage data delivered to the appropriate CLEC. Method of delivery is at the option of the CLEC.	
<b>Calculation:</b>	
Usage Data Delivery Completeness = $\Sigma(\text{Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message recording date}) / \Sigma(\text{Total number of Recorded usage records delivered during the current month}) \times 100$	
<b>Report Structure</b>	
<ul style="list-style-type: none"> <li>• CLEC Specific</li> <li>• CLEC Aggregate</li> <li>• BST Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ Region</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record Type <ul style="list-style-type: none"> <li>➢ BellSouth Recorded</li> <li>➢ Non BellSouth Recorded</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report Monthly</li> <li>• Record Type</li> </ul>
<b>Retail Analog/Benchmark:</b>	
CLEC Usage Delivery Completeness is comparable to BST Usage Delivery Completeness	

Revision date: 09/15/99 (lg)



BellSouth  
Service Quality Measurements  
Georgia Performance Reports

**BILLING**

<b>Report/Measurement:</b>	
Usage Data Delivery Timeliness	
<b>Definition:</b>	
This measurement provides a percentage of recorded usage data (usage recorded by BST and usage recorded by other companies and sent to BST for billing) that is delivered to the appropriate CLEC within six (6) calendar days from the receipt of the initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The purpose of this measurement is to demonstrate the level of timeliness for processing and transmission of usage data delivered to the appropriate CLEC. The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. The Timeliness interval of usage recorded by other companies is measured from the date BST receives the records to the date BST distributes to the CLEC. Method of delivery is at the option of the CLEC.	
<b>Calculation:</b>	
Usage Data Delivery Timeliness = $\Sigma$ (Total number of usage records sent within six (6) calendar days from initial recording/receipt) / $\Sigma$ (Total number of usage records sent) X 100	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> <li>• BST Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ Region</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record Type <ul style="list-style-type: none"> <li>➢ BellSouth Recorded</li> <li>➢ Non-BellSouth Recorded</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report Monthly</li> <li>• Record Type</li> </ul>
<b>Retail Analog/Benchmark:</b>	
CLEC Usage Data Delivery Timeliness is comparable to BST Usage Data Delivery Timeliness	

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BellSouth  
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**BILLING**

<b>Report/Measurement:</b>	
Mean Time to Deliver Usage	
<b>Definition:</b>	
This measurement provides the average time it takes to deliver Usage Records to a CLEC. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. Timeliness, Completeness and Mean Time to Deliver Usage measures are reported on the same report.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
The purpose of this measurement is to demonstrate the average number of days it takes BST to deliver Usage data to the appropriate CLEC. Usage data is mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC.	
<b>Calculation:</b>	
Mean Time to Deliver Usage = $\Sigma$ (Record volume X estimated number of days to deliver the Usage Record) / total record volume	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• CLEC Aggregate</li> <li>• CLEC Specific</li> <li>• BST Aggregate</li> </ul>	
<b>Level of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• Geographic Scope <ul style="list-style-type: none"> <li>➢ Region</li> </ul> </li> </ul>	
<b>Data Retained Relating to CLEC Experience:</b>	<b>Data Retained Relating to BST Performance:</b>
<ul style="list-style-type: none"> <li>• Report Month</li> <li>• Record Type <ul style="list-style-type: none"> <li>➢ BellSouth Recorded</li> <li>➢ Non-BellSouth Recorded</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Report Monthly</li> <li>• Record Type</li> </ul>
<b>Retail Analog/Benchmark:</b>	
Mean Time to Deliver Usage to CLEC is comparable to Mean Time to Deliver Usage to BST	

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BellSouth  
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**OPERATOR SERVICES AND DIRECTORY ASSISTANCE**

<b>Report/Measurement:</b>
Speed to Answer Performance/Average Speed to Answer – Toll
<b>Definition:</b>
Measurement of the average time in seconds calls wait before answered by a toll operator.
<b>Exclusions:</b>
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within “X” seconds is determined.
<b>Business Rules:</b>
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
<b>Calculation:</b>
The Average Speed to Answer for toll is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The “total call waiting seconds” is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The “total calls served” is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services toll centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
<b>Report Structure:</b>
Reported for the aggregate of BST and CLECs <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Level of Disaggregation:</b>
None
<b>Data Retained (on Aggregate Basis)</b>
For the items below, BST’s Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. <ul style="list-style-type: none"> <li>• Month</li> <li>• Call Type (Toll)</li> <li>• Average Speed of Answer</li> </ul>
<b>Retail Analog/Benchmark</b>
Parity by Design

Revision Date: 06/29/99 (tg)

BellSouth  
Service Quality Measurements  
Georgia Performance Reports

**OPERATOR SERVICES AND DIRECTORY ASSISTANCE**

<b>Report/Measurement:</b>
Speed to Answer Performance/Percent Answered within "X" Seconds – Toll
<b>Definition:</b>
Measurement of the percent of toll calls that are answered in less than "X" seconds. The number of seconds represented by "X" is thirty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
<b>Exclusions:</b>
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
<b>Business Rules:</b>
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
<b>Calculation:</b>
The Percent Answered within "X" Seconds measurement for toll is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
<b>Report Structure:</b>
Reported for the aggregate of BST and CLECs <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Level of Disaggregation:</b>
None
<b>Data Retained (on Aggregate Basis)</b>
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. <ul style="list-style-type: none"> <li>• Month</li> <li>• Call Type (Toll)</li> <li>• Average Speed of Answer</li> </ul>
<b>Retail Analog/Benchmark</b>
Parity by Design

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**OPERATOR SERVICES AND DIRECTORY ASSISTANCE**

<b>Report/Measurement:</b>
Speed to Answer Performance/Average Speed to Answer – Directory Assistance (DA)
<b>Definition:</b>
Measurement of the average time in seconds calls wait before answer by a DA operator.
<b>Exclusions:</b>
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within “X” seconds is determined.
<b>Business Rules:</b>
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
<b>Calculation:</b>
The Average Speed to Answer for DA is calculated by using data from monthly system measurement reports taken from the centralized call routing switches. The “total call waiting seconds” is a sub-component of this measure which BST systems calculate by monitoring the number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The “total calls served” is the other sub-component of this measure, which BST systems record as the total number of calls handled by Operator Services DA centers. Since calls abandoned are not reflected in the calculation, the percent answered within the required timeframe is determined by using conversion tables with input for the abandonment rate.
<b>Report Structure:</b>
Reported for the aggregate of BST and CLECs <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Level of Disaggregation:</b>
None
<b>Data Retained (on Aggregate Basis)</b>
For the items below, BST’s Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. <ul style="list-style-type: none"> <li>• Month</li> <li>• Call Type (DA)</li> <li>• Average Speed of Answer</li> </ul>
<b>Retail Analog/Benchmark</b>
Parity by Design

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BellSouth  
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**OPERATOR SERVICES AND DIRECTORY ASSISTANCE**

<b>Report/Measurement:</b>
Speed to Answer Performance/Percent Answered within "X" Seconds – Directory Assistance (DA)
<b>Definition:</b>
Measurement of the percent of DA calls that are answered in less than "X" seconds. The number of seconds represented by "X" is twenty, except where a different regulatory benchmark has been set against the Average Speed to Answer by a State Commission.
<b>Exclusions:</b>
Calls abandoned by customers are not reflected in the average speed to answer but are reflected in the conversion tables where the percent answered within "X" seconds is determined.
<b>Business Rules:</b>
The call waiting measurement scan starts when the customer enters the queue and ends when a BST representative answers the call. The average speed to answer is determined by measuring and accumulating the seconds of wait time from the entry of a customer into the BST call management system queue until the customer is transferred to a BST representative. No distinction is made between CLEC customers and BST customers.
<b>Calculation:</b>
The Percent Answered within "X" Seconds measurement for DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within "X" seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, number of operators, max queue size and call abandonment rates.
<b>Report Structure:</b>
Reported for the aggregate of BST and CLECs <ul style="list-style-type: none"> <li>• State</li> </ul>
<b>Level of Disaggregation:</b>
None
<b>Data Retained (on Aggregate Basis)</b>
For the items below, BST's Performance Measurement Analysis Platform (PMAP) receives a final computation; therefore, no raw data file is available in PMAP. <ul style="list-style-type: none"> <li>• Month</li> <li>• Call Type (DA)</li> <li>• Average Speed of Answer</li> </ul>
<b>Retail Analog/Benchmark</b>
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**E911**

<b>Report/Measurement:</b>
E911/Timeliness
<b>Definition:</b>
Measures the percentage of batch orders for E911 database updates (to CLEC resale and BST retail records) processed successfully within a 24-hour period.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>Any resale order canceled by a CLEC</li> <li>Facilities-based CLEC orders</li> </ul>
<b>Business Rules:</b>
The 24-hour processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing batch orders extracted from BST's Service Order Communication System (SOCS). Processing stops when SCC loads the individual records to the E911 database. No distinctions are made between CLEC resale records and BST retail records.
<b>Calculation:</b>
$\text{E911 Timeliness} = \Sigma (\text{Number of batch orders processed within 24 hours} \div \text{Total number of batch orders submitted}) \times 100$
<b>Report Structure:</b>
Reported for the aggregate of CLEC resale updates and BST retail updates <ul style="list-style-type: none"> <li>State</li> <li>Region</li> </ul>
<b>Levels of Disaggregation:</b>
None
<b>Data Retained</b>
<ul style="list-style-type: none"> <li>Report month</li> <li>Aggregate data</li> </ul>
<b>Retail Analog/Benchmark</b>
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**E911**

<b>Report/Measurement:</b>
E911/Accuracy
<b>Definition:</b>
Measures the individual E911 telephone number (TN) record updates (to CLEC resale and BST retail records) processed successfully for E911 with no errors.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>Any resale order canceled by a CLEC</li> <li>Facilities-based CLEC orders</li> </ul>
<b>Business Rules:</b>
Accuracy is based on the number of records processed without error at the conclusion of the processing cycle. Mechanical processing starts when SCC (BST's E911 vendor) receives E911 files containing telephone number (TN) records extracted from BST's Service Order Communication System (SOCS). No distinctions are made between CLEC resale records and BST retail records.
<b>Calculation:</b>
$\text{E911 Accuracy} = \frac{\sum(\text{Number of record individual updates processed with no errors}}{\text{Total number of individual record updates}} \times 100$
<b>Report Structure:</b>
Reported for the aggregate of CLEC resale updates and BST retail updates <ul style="list-style-type: none"> <li>State</li> <li>Region</li> </ul>
<b>Level of Disaggregation:</b>
None
<b>Data Retained</b>
<ul style="list-style-type: none"> <li>Report month</li> <li>Aggregate data</li> </ul>
<b>Retail Analog/Benchmark</b>
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**E911**

<b>Report/Measurement:</b>
E911/Mean Interval
<b>Definition:</b>
Measures the mean interval processing of E911 batch orders (to update CLEC resale and BST retail records).
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>Any resale order canceled by a CLEC</li> <li>Facilities-based CLEC orders</li> </ul>
<b>Business Rules:</b>
The processing period is calculated based on the date and time processing starts on the batch orders and the date and time processing stops on the batch orders. Data is posted in 4-hour increments up to and beyond 24 hours. No distinctions are made between CLEC resale records and BST retail records.
<b>Calculation:</b>
$\text{E911 Mean Interval} = \Sigma (\text{Date and time of batch order completion} - \text{Date and time of batch order submission}) \div (\text{Number of batch orders completed})$
<b>Report Structure:</b>
Reported for the aggregate of CLEC resale updates and BST retail updates
<ul style="list-style-type: none"> <li>State</li> <li>Region</li> </ul>
<b>Level of Disaggregation:</b>
None
<b>Data Retained (on Aggregate Basis)</b>
<ul style="list-style-type: none"> <li>Report month</li> <li>Aggregate data</li> </ul>
<b>Retail Analog/Benchmark</b>
Parity by Design

Revision Date: 06/29/99 (tg)

## **TRUNK GROUP PERFORMANCE**

<b>Report/Measurement:</b>	
Trunk Group Service Report	
<b>Definition:</b>	
A report of the percent blocking above the Measured Blocking Threshold (MBT) on all final trunk groups between CLEC Points of Termination and BST end offices or tandems.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Trunk groups for which valid traffic data is not available</li> <li>• High use trunk groups</li> </ul>	
<b>Business Rules:</b>	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDSTK), a Telcordia (BellCore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
<b>Calculation:</b>	
Measured blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• BST Aggregate <ul style="list-style-type: none"> <li>➢ CTTG</li> <li>➢ Local</li> </ul> </li> <li>• CLEC Aggregate <ul style="list-style-type: none"> <li>➢ BST Administered CLEC Trunk</li> <li>➢ CLEC Administered CLEC Trunk</li> </ul> </li> <li>• CLEC Specific <ul style="list-style-type: none"> <li>➢ BST Administered CLEC Trunk</li> <li>➢ CLEC Administered CLEC Trunk</li> </ul> </li> </ul>	
<b>Level of Disaggregation:</b>	
State	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>• Report month</li> <li>• Total trunk groups</li> <li>• Total trunk groups for which data is available</li> <li>• Trunk groups with blocking greater than the MBT</li> <li>• Percent of trunk groups with blocking greater than the MBT</li> </ul>	<ul style="list-style-type: none"> <li>• Report month</li> <li>• Total trunk groups</li> <li>• Total trunk groups for which data is available</li> <li>• Trunk groups with blocking greater than the MBT</li> <li>• Percent of trunk groups with blocking greater than the MBT</li> </ul>
<b>Retail Analog/Benchmark:</b>	
CLEC Trunk Blockage/BST Trunk Blockage	

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## TRUNK GROUP PERFORMANCE

<b>Report/Measurement:</b>	
Trunk Group Service Detail	
<b>Definition:</b>	
A detailed list of all final trunk groups between CLEC Points of Presence and BST end offices or tandems, and the actual blocking performance when the blocking exceeds the Measured Blocking Threshold (MBT) for the trunk groups.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Trunk groups for which valid traffic data is not available</li> <li>• High use trunk groups</li> </ul>	
<b>Business Rules:</b>	
Traffic trunking data measurements are validated and processed by the Total Network Data System/Trunking (TNDS/TK), a Telcordia (Bellcore) supported application, on an hourly basis for Average Business Days (Monday through Friday). The traffic load sets, including offered load and observed blocking ratio (calls blocked divided by calls attempted), are averaged for a 20 day period, and the busy hour is selected. The busy hour average data for each trunk group is captured for reporting purposes. Although all trunk groups are available for reporting, the report highlight those trunk groups with blocking greater than the Measured Blocking Threshold (MBT) and the number of consecutive monthly reports that the trunk group blocking has exceeded the MBT. The MBT for CTTG is 2% and the MBT for all other trunk groups is 3%.	
<b>Calculation:</b>	
Measured Blocking = (Total number of blocked calls) / (Total number of attempted calls) X 100	
<b>Report Structure:</b>	
<ul style="list-style-type: none"> <li>• BST Specific               <ul style="list-style-type: none"> <li>➢ Traffic Identity</li> <li>➢ TGSN</li> <li>➢ Tandem</li> <li>➢ End Office</li> <li>➢ Description</li> <li>➢ Observed Blocking</li> <li>➢ Busy Hour</li> <li>➢ Number Trunks</li> <li>➢ Valid study days</li> <li>➢ Number reports</li> <li>➢ Remarks</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• CLEC Specific               <ul style="list-style-type: none"> <li>➢ Traffic Identity</li> <li>➢ TGSN</li> <li>➢ Tandem</li> <li>➢ CLEC POT</li> <li>➢ Description</li> <li>➢ Observed Blocking</li> <li>➢ Busy Hour</li> <li>➢ Number Trunks</li> <li>➢ Valid study days</li> <li>➢ Number reports</li> <li>➢ Remarks</li> </ul> </li> </ul>
<b>Level of Disaggregation:</b>	
State	
<b>Data Retained Relating to CLEC Experience</b>	<b>Data Retained Relating to BST Experience</b>
<ul style="list-style-type: none"> <li>• Report month</li> <li>• Total trunk groups</li> <li>• Total trunk groups for which data is available</li> <li>• Trunk groups with blocking greater than the MBT</li> <li>• Percent of trunk groups with blocking greater than the MBT</li> <li>• Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports</li> </ul>	<ul style="list-style-type: none"> <li>• Report month</li> <li>• Total trunk groups</li> <li>• Total trunk groups for which data is available</li> <li>• Trunk groups with blocking greater than the MBT</li> <li>• Percent of trunk groups with blocking greater than the MBT</li> <li>• Traffic identity, TGSN, end points, description, busy hour, valid study days, number reports</li> </ul>
<b>Retail Analog/Benchmark:</b>	
CLEC Trunk Blockage/BST Trunk Blockage	

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Service Quality Measurements  
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**COLLOCATION**

<b>Report/Measurement:</b>
Collocation/Average Response Time
<b>Definition:</b>
Measures the average time (counted in business days) from the receipt of a complete and accurate collocation application (including receipt of application fees) to the date BellSouth responds in writing.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>• Requests to augment previously completed arrangements</li> <li>• Any application cancelled by the CLEC</li> </ul>
<b>Business Rules:</b>
The clock starts on the date that BST receives a complete and accurate collocation application accompanied by the appropriate application fee. The clock stops on the date that BST returns a response. The clock will restart upon receipt of changes to the original application request.
<b>Calculation:</b>
Average Response Time = $\Sigma(\text{Request Response Date}) - (\text{Request Submission Date}) / \text{Count of Responses Returned within Reporting Period.}$
<b>Report Structure:</b>
<ul style="list-style-type: none"> <li>• Individual CLEC (alias) aggregate</li> <li>• Aggregate of all CLECs</li> </ul>
<b>Level of Disaggregation:</b>
<ul style="list-style-type: none"> <li>• State, Region and further geographic disaggregation as required by State Commission Order</li> <li>• Virtual</li> <li>• Physical</li> </ul>
<b>Data Retained:</b>
<ul style="list-style-type: none"> <li>• Report period</li> <li>• Aggregate data</li> </ul>
<b>Retail Analog/Benchmark:</b>
Under development

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Service Quality Measurements  
Georgia Performance Reports

**COLLOCATION**

<b>Report/Measurement:</b>
Collocation/Average Arrangement Time
<b>Definition:</b>
Measures the average time (counted in business days) from the receipt of a complete and accurate Bona Fide firm order (including receipt of appropriate fee) to the date BST completes the collocation arrangement.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>Any Bona Fide firm order cancelled by the CLEC</li> <li>Bona Fide firm orders to augment previously completed arrangements</li> <li>Time for BST to obtain permits</li> <li>Time during which the collocation contract is being negotiated</li> </ul>
<b>Business Rules:</b>
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops upon submission of the permit request and restarts upon receipt of the approved permit. Changes (affecting the provisioning interval or capital expenditures) that are submitted while provisioning is in progress may alter the completion date. The clock stops on the date that BST completes the collocation arrangement.
<b>Calculation:</b>
Average Arrangement Time = $\Sigma(\text{Date Collocation Arrangement is Complete}) - (\text{Date Order for Collocation Arrangement Submitted}) / \text{Total Number of Collocation Arrangements Completed during Reporting Period.}$
<b>Report Structure:</b>
<ul style="list-style-type: none"> <li>Individual CLEC (alias) aggregate</li> <li>Aggregate of all CLECs</li> </ul>
<b>Level of Disaggregation:</b>
<ul style="list-style-type: none"> <li>State, Region and further geographic disaggregation as required by State Commission Order</li> <li>Virtual</li> <li>Physical</li> </ul>
<b>Data Retained:</b>
<ul style="list-style-type: none"> <li>Report period</li> <li>Aggregate data</li> </ul>
<b>Retail Analog/Benchmark:</b>
Under development

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**COLLOCATION**

<b>Report/Measurement:</b>
Collocation/Percent of Due Dates Missed
<b>Definition:</b>
Measures the percent of missed due dates for collocation arrangements.
<b>Exclusions:</b>
<ul style="list-style-type: none"> <li>Any Bona Fide firm order cancelled by the CLEC</li> <li>Bona Fide firm orders to augment previously completed arrangements</li> <li>Time for BST to obtain permits</li> <li>Time during which the collocation contract is being negotiated</li> </ul>
<b>Business Rules:</b>
The clock starts on the date that BST receives a complete and accurate Bona Fide firm order accompanied by the appropriate fee. The clock stops on the date that BST completes the collocation arrangement.
<b>Calculation:</b>
$\% \text{ of Due Dates Missed} = \Sigma (\text{Number of Orders not completed w/i ILEC Committed Due Date during Reporting Period}) / \text{Number of Orders Completed in Reporting Period} \times 100$
<b>Report Structure:</b>
<ul style="list-style-type: none"> <li>Individual CLEC (alias) aggregate</li> <li>Aggregate of all CLECs</li> </ul>
<b>Level of Disaggregation:</b>
<ul style="list-style-type: none"> <li>State, Region and further geographic disaggregation as required by State Commission Order</li> <li>Virtual</li> <li>Physical</li> </ul>
<b>Data Retained:</b>
<ul style="list-style-type: none"> <li>Report period</li> <li>Aggregate data</li> </ul>
<b>Retail Analog/Benchmark:</b>
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Appendix A: Reporting Scope\*

<p><b>Standard Service Groupings</b></p>	<p><u><i>Pre-Order, Ordering</i></u></p> <ul style="list-style-type: none"> <li>• Resale Residence</li> <li>• Resale Business</li> <li>• Resale Special</li> <li>• Local Interconnection Trunks</li> <li>• UNE</li> <li>• UNE - Loops w/LNP</li> </ul> <p><u><i>Provisioning</i></u></p> <ul style="list-style-type: none"> <li>• UNE Non-Design</li> <li>• UNE Design</li> <li>• UNE Loops w/LNP</li> <li>• Local Interconnection Trunks</li> <li>• Resale Residence</li> <li>• Resale Business</li> <li>• Resale Design</li> <li>• BST Trunks</li> <li>• BST Residence Retail</li> <li>• BST Business Retail</li> </ul> <p><u><i>Maintenance and Repair</i></u></p> <ul style="list-style-type: none"> <li>• Local Interconnection Trunks</li> <li>• UNE Non-Design</li> <li>• UNE Design</li> <li>• Resale Residence</li> <li>• Resale Business</li> <li>• BST Interconnection Trunks</li> <li>• BST Residence Retail</li> <li>• BST Business Retail</li> </ul> <p><u><i>Local Interconnection Trunk Group Blockage</i></u></p> <ul style="list-style-type: none"> <li>• BST CTTG Trunk Groups</li> <li>• CLEC Trunk Groups</li> </ul>

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Appendix A: Reporting Scope

<b>Standard Service Order Activities</b>  <i>These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.</i>	<ul style="list-style-type: none"> <li>• New Service Installations</li> <li>• Service Migrations Without Changes</li> <li>• Service Migrations With Changes</li> <li>• Move and Change Activities</li> <li>• Service Disconnects (Unless noted otherwise)</li> </ul>
<b>Pre-Ordering Query Types:</b>   <b>Maintenance Query Types:</b>	<ul style="list-style-type: none"> <li>• Address</li> <li>• Telephone Number</li> <li>• Appointment Scheduling</li> <li>• Customer Service Record</li> <li>• Feature Availability</li> </ul>
<b>Report Levels</b>	<ul style="list-style-type: none"> <li>• CLEC RESH</li> <li>• CLEC MSA</li> <li>• CLEC State</li> <li>• CLEC Region</li> <li>• Aggregate CLEC State</li> <li>• Aggregate CLEC Region</li> <li>• BST State</li> <li>• BST Region</li> </ul>

\* Scope is report, data source and system dependent, and, therefore, will differ with each report.



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Appendix B: Glossary of Acronyms and Terms

<b>A</b>	<b>ACD</b>	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	<b>AGGREGATE</b>	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	<b>ASR</b>	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	<b>ATLAS</b>	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	<b>ATLASTN</b>	ATLAS software contract for Telephone Number
<b>B</b>	<b>AUTO CLARIFICATION</b>	The number of LSRs that were electronically rejected from LESOG and electronically returned to the CLEC for correction.
	<b>BILLING</b>	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	<b>BOCRIS</b>	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	<b>BRC</b>	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
<b>C</b>	<b>BST</b>	BellSouth Telecommunications, Inc.
	<b>CKTID</b>	A unique identifier for elements combined in a service configuration
	<b>CLEC</b>	Competitive Local Exchange Carrier
	<b>CMDS</b>	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	<b>COFFI</b>	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.

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**Appendix B: Glossary of Acronyms and Terms - Continued**

<b>C</b>	<b>COFIUSOC</b>	COFFI software contract for feature/service information
	<b>CRIS</b>	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	<b>CRSACCTS</b>	CRIS software contract for CSR information
	<b>CSR</b>	Customer Service Record
	<b>CTTG</b>	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.
<b>D</b>	<b>DESIGN</b>	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	<b>DISPOSITION &amp; CAUSE</b>	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	<b>DLETH</b>	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	<b>DLR</b>	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	<b>DOE</b>	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	<b>DSAP</b>	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNES.
	<b>DSAPDDI</b>	DSAP software contract for schedule information
<b>E</b>	<b>E911</b>	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	<b>EDI</b>	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
<b>F</b>	<b>FATAL REJECT</b>	The number of LSRs that were electronically rejected from LEO, which checks to see if the LSR has all the required fields correctly populated
	<b>FLOW-THROUGH</b>	In the context of this document, LSRs submitted electronically via the CLEC mechanized ordering process that flow through to the BST OSS without manual or human intervention.
	<b>FOC</b>	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.

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**Appendix B: Glossary of Acronyms and Terms - Continued**

<b>G</b>		
<b>H</b>	<b>HAL</b>	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	<b>HALCRIS</b>	HAL software contract for CSR information
<b>I</b>	<b>ISDN</b>	Integrated Services Digital Network
<b>K</b>		
<b>L</b>	<b>LCSC</b>	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	<b>LEGACY SYSTEM</b>	Term used to refer to BellSouth Operations Support Systems (see OSS)
	<b>LENS</b>	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	<b>LEO</b>	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	<b>LESOG</b>	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	<b>LMOS</b>	Loop Maintenance Operations System - A BellSouth Operations System that stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.  LMOS host computer
	<b>LMOS HOST</b>	LMOS updates
	<b>LMOSupd</b>	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	<b>LNP</b>	Transmission paths from the central office to the customer premises.
	<b>LOOPS</b>	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
	<b>LSR</b>	
<b>M</b>	<b>MAINTENANCE &amp; REPAIR</b>	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	<b>MARCH</b>	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.

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**Appendix B: Glossary of Acronyms and Terms – Continued**

<b>N</b>	<b>NC</b>	<b>"No Circuits" - All circuits busy announcement</b>
<b>O</b>	<b>OASIS</b>	Obtain Availability Services Information System - A BellSouth front-end processor, which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	<b>OASISBSN</b>	OASIS software contract for feature/service
	<b>OASISCAR</b>	OASIS software contract for feature/service
	<b>OASISLPC</b>	OASIS software contract for feature/service
	<b>OASISMTN</b>	OASIS software contract for feature/service
	<b>OASISNET</b>	OASIS software contract for feature/service
	<b>OASISOCP</b>	OASIS software contract for feature/service
	<b>ORDERING</b>	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	<b>OSPCM</b>	Outside Plant Contract Management System - Provides Scheduling Information.
	<b>OSS</b>	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	<b>OUT OF SERVICE</b>	Customer has no dial tone and cannot call out.
<b>P</b>	<b>POTS</b>	Plain Old Telephone Service
	<b>PREDICTOR</b>	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	<b>PREORDERING</b>	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	<b>PROVISIONING</b>	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	<b>PSIMS</b>	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	<b>PSIMSORB</b>	PSIMS software contract for feature/service

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**Appendix B: Glossary of Acronyms and Terms – Continued**

<b>Q</b>		
<b>R</b>	<b>RNS</b>	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	<b>RRC</b>	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	<b>RSAG</b>	Regional Street Address Guide - The BellSouth database, which contains street addresses validated to be accurate with state and local governments.
	<b>RSAGADDR</b>	RSAG software contract for address search
	<b>RSAGTN</b>	RSAG software contract for telephone number search
<b>S</b>	<b>SOCS</b>	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	<b>SOIR</b>	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
<b>T</b>	<b>TAFI</b>	Trouble Analysis Facilitation Interface - The BellSouth Operations System that supports trouble receipt center personnel in taking and handling customer trouble reports.
	<b>TAG</b>	Telecommunications Access Gateway – TAG was designed to provide an electronic interface, or machine-to-machine interface for the bi-directional flow of information between BellSouth's OSSs and participating CLECs.
	<b>TN</b>	Telephone Number
	<b>TOTAL MANUAL FALLOUT</b>	The number of LSRs which are entered electronically but require manual entering into a service order generator.
<b>U</b>	<b>UNE</b>	Unbundled Network Element
<b>V</b>		
<b>W</b>	<b>WTN</b>	A unique identifier for elements combined in a service configuration
<b>X</b>		
<b>Y</b>		
<b>Z</b>		
<b>Σ</b>		Sum of:

**Appendix C**

**BELLSOUTH'S AUDIT POLICY:**

BellSouth currently provides many CLECs with audit rights as a part of their individual interconnection agreements. However, it is not reasonable for BellSouth to undergo an audit for every CLEC with which it has a contract. As of June, 1999, that would equate to over 732 audits per year and that number is continually growing. BellSouth has developed a proposed Audit Plan for use by the parties to an audit. If requested by a Public Service Commission, BellSouth will agree to undergo a comprehensive audit of the aggregate level reports for both BellSouth and the CLECs for each of the next five (5) years (1999 – 2005), to be conducted by an independent third party. The results of that audit will be made available to all the parties subject to proper safeguards to protect proprietary information. This aggregate level audit includes the following specifications:

1. The cost shall be borne 50% by BellSouth and 50% by the CLECs.
2. The independent third party auditor shall be selected with input from BellSouth, the PSC, if applicable, and the CLEC(s).
3. BellSouth, the PSC and the CLECs shall jointly determine the scope of the audit.

BellSouth reserves the right to make changes to this audit policy as growth and changes in the industry dictate.